Basic Troubleshooting for cochlear implants

Check batteries

Have they been put in properly?
Have they got usable charge?
Is there corrosion on the contacts?
Once the batteries have been changed, even if it does not rectify the problem, leave the new batteries in the device as there may be two problems.

Visual inspection

Check the leads and plugs to make sure they are properly connected and there is no fraying or damage.
Check coil to ensure it is not cracked or broken.
Check processor for visual damage.

Check the settings

Make sure it is switched on.
Make sure it is set to the right program.
Make sure the volume or sensitivity controls are correctly set.

Check the headpiece and cable

Check that this is working using a wand or Sensor System or by checking the LED/LCD displays.
Replace the cable and then the headpiece if they are not one unit.

Check the microphone

Use listening headphones to listen to the signal or check the LED/LCD displays

LED or LCD displays

If available, check the LED or LCD displays for more information.